

## **445 - SUBMISSION OF REQUEST FOR HEARING DOCUMENTS**

EFFECTIVE DATE: 04/18/17

### **I. PURPOSE**

This Policy applies to Acute Care, ALTCS/EPD, CRS, DCS/CMDP (CMDP), DES/DDD (DDD), and RBHA Contractors. This Policy will describe the steps and processes Contractors will need to take in submitting a request for a hearing to the AHCCCS Administration.

### **II. DEFINITIONS**

<b>AHCCCS</b>	The AHCCCS Administration as defined in A.R.S. §36-2901.
<b>APPEAL</b>	A request for review of an action.
<b>CLAIM DISPUTE</b>	A dispute, filed by a provider or Contractor, whichever is applicable, involving a payment of a claim, denial of a claim, imposition of a sanction, or reinsurance.
<b>DAY</b>	Calendar day unless otherwise specified.
<b>DIRECTOR'S DECISION</b>	The final administrative decision under A.R.S. §41-1092(5).
<b>STATE FAIR HEARING</b>	An administrative hearing under A.R.S. Title 1, Chapter 6, Article 10.

### **III. POLICY**

The Contractor is responsible for the submission of requests for hearing to the AHCCCS Office of Administrative Legal Services (OALS). OALS will forward the hearing request file to the Office of Administrative Hearings.

Documents must be submitted using Attachment A with all pertinent documentation to the Secure File Transfer Protocol (SFTP) Server located at <https://sftp.statemedicaid.us/>. All Contractors will have individually designated folders to submit documents.

**This Policy does not apply to DES/DDD (DDD) claim dispute hearing requests.**

**A. HEARING REQUEST FILE SUBMISSION TIMEFRAMES**

1. Expedited member appeal requests must be submitted no later than one business day from receipt of the expedited hearing request.
2. Standard member appeal requests must be submitted no later than five business days from receipt of the hearing request.
3. Claim dispute requests must be submitted no later than five business days from receipt of the hearing request.

**B. HEARING REQUEST FILE SUBMISSION METHOD**

All hearing files must be submitted to the AHCCCS SFTP server located at <https://sftp.statemedicaid.us/>.

Each Contractor must submit the hearing request files to a designated Contractor folder for member appeals and provider claim dispute hearing requests on the SFTP server site.

The Contractor may gain access to the SFTP server by AHCCCS' acceptance of properly completed and submitted forms listed below:

<http://www.azahcccs.gov/commercial/ISD/DataAccessForms.aspx>

File size may not exceed 128MB. Files that exceed 128MB must be submitted as multiple files, and be labeled 1 of 2, etc. Contractors may utilize a zip-file to submit multiple documents.

Hearing files shall be submitted using the following naming conventions. Please note the SFTP requires file names that are within 255 characters or the upload may be rejected.

Member Requests for Hearing shall be submitted with the following file name:

- MEMBER- Contractor Name- Submission DATE MM/DD/YY - Appeal Number

Claim Dispute Requests for Hearing shall be submitted with the following file name:

- CLAIM- Contractor Name- Submission DATE MM/DD/YY - Dispute Number

The Contractor shall submit a standard Request for Hearing Cover Sheet (Attachment A) with the member appeal or provider claim dispute file.

**C. HEARING FILE CONTENT**

Hearing files shall be submitted with the following:

1. Request for Hearing Cover Sheet (Attachment A),
2. Request for Hearing,
3. Notice of Appeal Resolution or Notice of Decision,
4. Appeal or Claim Dispute,
5. Notice of Action for member appeals, and
6. Signed Appointment of Representative for member appeals

**D. REQUEST FOR HEARING COVER SHEET, ATTACHMENT A**

Each hearing file shall include a Request for Hearing Cover Sheet. The Request for Hearing Cover Sheet must have applicable fields completed. The Request for Hearing Cover Sheet must be the first page of the file submission.

Files submitted without a completed Request for Hearing Cover Sheet will not be accepted.

**E. NOTICE OF HEARING AND SUBMISSION OF SUPPORTING DOCUMENTS**

The Request for Hearing Cover Sheet submitted by the Contractor will be used to identify the hearing issue and applicable citations. Once a hearing file is submitted to AHCCCS any future changes to the issue or citations shall be filed with the Office of Administrative Hearings as a Motion to Amend the Notice of Hearing.

AHCCCS OALS reserves the right to make changes to the issue and any legal citations for accuracy.

In order to properly include additional information or supporting documentation into the record in support of their decision or action, the Contractor shall file exhibits with the Office of Administrative Hearings. If submitted to AHCCCS this information will not be added to the Administrative record on the Contractor's behalf.

Motions and other documents shall be filed at <http://www.azoah.com/motions.html>.



**ATTACHMENT A, SUBMISSION OF REQUEST FOR HEARING FORM**

**SEE THE ACOM WEBPAGE FOR ATTACHMENT A OF THIS POLICY**